Versáta

Versáta Custom Products

User Guide

Contents

Welcome 5

Description 6

Preparation

Replacing the battery 8
Identifying left and right hearing systems 12
Inserting your hearing system in your ear 13
Removing your hearing system from your ear 14
Fine tuning based on your personal preferences 16

Operation

Switching ON/OFF 17
Controlling the volume (optional) 19
Hearing programs 20
Synchronized manual control 22
Telecoil (optional) 22
EasyPhone (optional) 23

Wireless accessories (optional) 26
myPilot 26
iCom 29
iView 31

Remote control
(optional for products with T-coil) 32

FM communication (optional) 34
MyLink 34
Multi-frequency FM transmitter 35

Maintenance
Important points 36
SmartGuard (optional) 38

Warning 40

Service and Warranty 41

Phonak distributors worldwide 44

Welcome

Your new Versáta hearing system uses the very latest advances in digital wireless hearing technology. Versáta offers you automatic functions providing the highest sound quality, speech understanding and listening comfort in most of your hearing situations. High-tech has turned highly sophisticated hearing systems into convenient devices that are easy to use.

Please read this manual carefully to benefit from all the features of your new hearing system. Ask your hearing care professional if you have any questions.

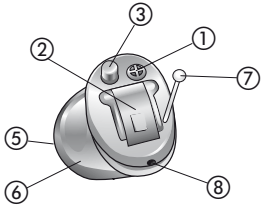
Versáta is a quality product developed by the Swiss company Phonak, a world leader in hearing technology, innovation and reliability. With proper care and usage, your hearing system will support your hearing and communication needs for many years.

For further information, please visit the Phonak website www.phonak.com.

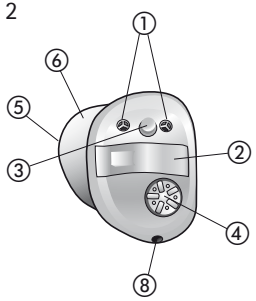
Phonak – life is on

Description

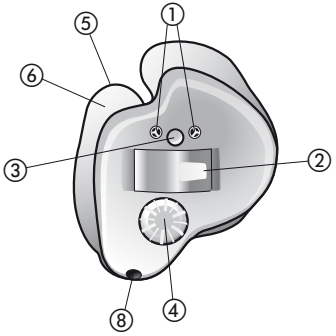
Versáta CIC/MC Petite
Versáta CIC/MC P Petite
Battery size 10



Versáta ITC/HS
Versáta ITC/HS Petite
Battery size 312



Versáta FS
Versáta FS P
Battery size 13



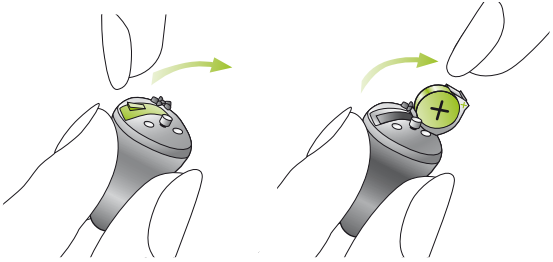
① **Protected microphone inlet (two on models with directional technology)**
② **Battery compartment with ON/OFF switch**
③ **Program switch (optional)**
④ **Volume control (optional)**
⑤ **Receiver (sound outlet) and wax protection system**
⑥ **Custom made shell**
⑦ **Removal handle (Versáta CIC/MC Petite models)**
⑧ **Vent**

Preparation

Replacing the battery

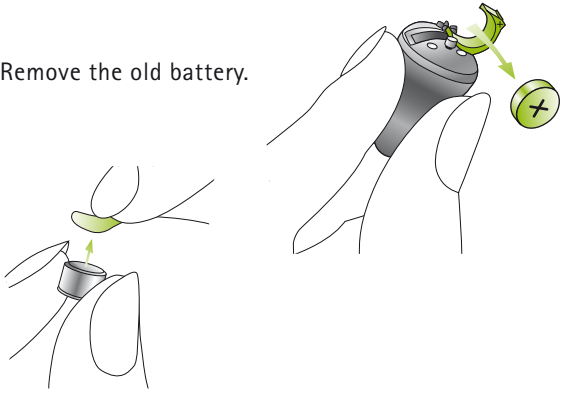
Use a battery (size 10, 312, 13) for all Versáta custom products.

Hold the hearing system with the battery compartment upwards and open it.



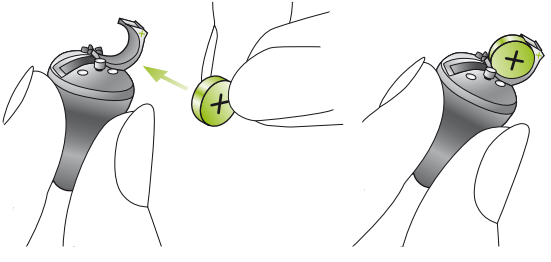
Do not try to open the compartment further than shown in the drawing.

Remove the old battery.



Remove the protective foil from the new battery.

Insert the new battery. Please ensure that the "**+**" sign on the battery (flat side) is on the same side as the "**+**" sign on the battery compartment.



Gently shut the battery compartment, until you feel it "click" into place.

Handle the battery compartment gently and do not use excessive force.

- **If there is any resistance when closing the compartment, ensure that the battery is correctly inserted. The compartment will not close if the battery is inserted upside down.**
- **When your hearing system is not in use, leave the battery compartments open to allow any moisture to evaporate.**

Low battery warning

An acoustic signal gives you an early warning that the battery is approaching exhaustion. You have approximately 30 minutes to replace the battery after hearing the signal. This reserve may be higher and the hearing system will repeat the low battery warning approximately every 30 minutes.

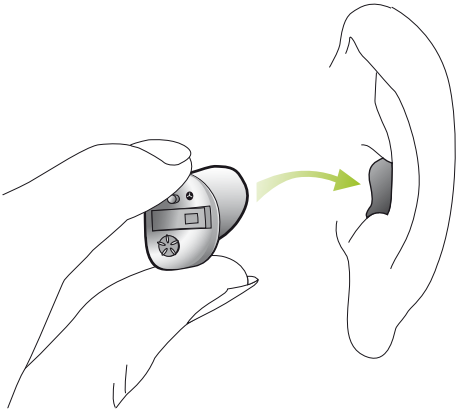
Please note that the battery consumption increases with regular use of the myPilot command center, the iCom communication interface or remote controls such as KeyPilot2 or WatchPilot2.

Identifying left and right hearing instruments

Before insertion, please ensure that you are using the proper left and right hearing systems.
Your hearing systems are identified as follows:

blue = left
red = right

Inserting your hearing system in your ear

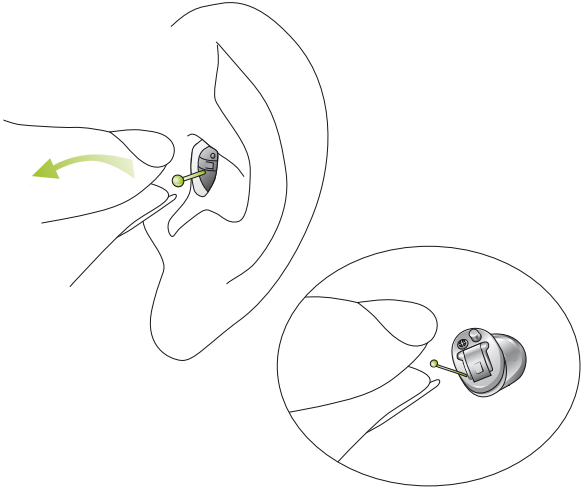


Grasp the hearing system between the thumb and index finger, using the hand on the same side you wear your hearing system. Insert the canal end into the ear canal. Tug gently on your ear lobe and push the hearing system into the correct position.

Removing your hearing system from your ear

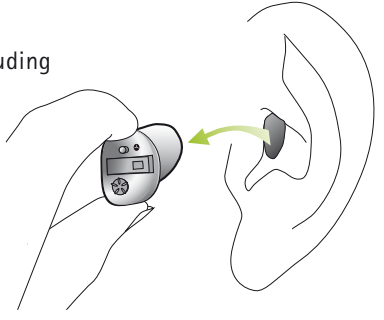
If possible, select the mute mode (see page 21) before removing your hearing system to avoid whistling.

- **Versáta CIC/MC Petite models with a removal handle**
  Grasp the handle between your thumb and index finger and gently pull the hearing system upwards out of your ear.



- **Versáta or Versáta Petite models without a removal handle**
  Put your thumb behind your lobe (just below the hard cartilage) and gently press your ear upward to push the hearing system out of the canal. In order to help it along, make chewing movements with your jaw.

  Grasp the protruding hearing system and remove it.



Fine tuning based on your personal preferences

The fitting process has limited capabilities of reproducing the full spectrum of your personal sound environments. This limitation is overcome by the ability of Versáta hearing systems to learn from your real life volume adjustments. Versáta offers a unique functionality called "Self Learning". In every environment, it logs your personal volume changes within the hearing instrument. This means that every time you change the volume of your hearing system, this correction is taken into account to apply your preferred volume automatically when you are in a similar environment next time.

Self Learning cleverly ensures that your volume corrections in any environment contribute to a fully personalized volume setting.

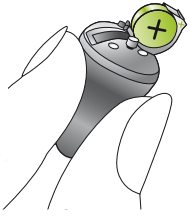
Operation

Switching ON/OFF

Switching ON

The hearing system is switched ON when the battery compartment is closed. Your hearing systems are automatically set at your preferred volume and in your default hearing program.

Switching OFF



To switch the hearing system OFF, open the battery compartment.

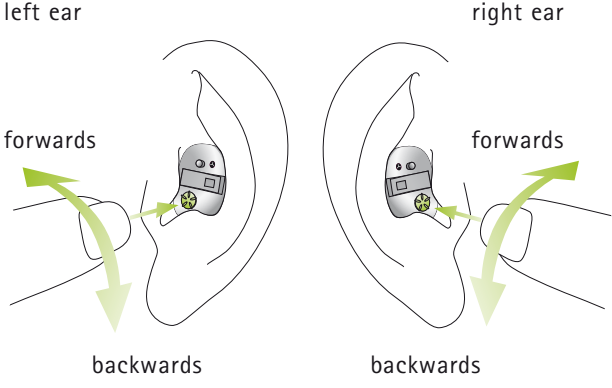
Delayed activation

Please be aware of that your hearing instrument may take several seconds to boot up.

Your hearing care professional may have activated a further delayed activation timer. This function delays the activation of the hearing system (for 9 or 15 seconds) after the battery door is closed in order to avoid any disturbance while placing it into your ear. An acoustic signal confirms when your hearing system is switched on.

Note
The mute mode may be used like an ON/OFF function, (activated manually via the myPilot command center or via a Phonak remote control) allowing you to switch your hearing system OFF for a short period of time (i.e. while inserting or removing the instrument, short breaks etc.). Please be aware that the mute mode still consumes some energy from the battery.

Controlling the volume (optional)



Preset volume
Automatically set when hearing system is switched ON.

To increase volume
Turn the volume control forwards.

To reduce volume
Turn the volume control backwards.

Note

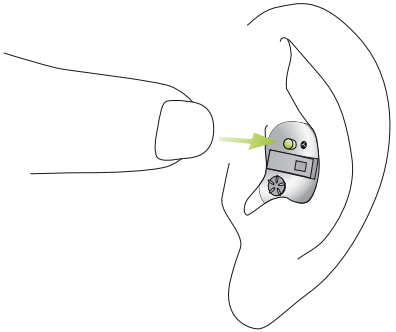
- A single beep indicates the preset volume setting. A double beep indicates that you have reached the limit of your volume control range.
- The myPilot command center (see page 26) can also control the volume of all Versáta models, (except for Petite models) including the models without manual volume control.
- You can control all models, including Petite models, with an optional remote control such as the KeyPilot2 or WatchPilot2.

Hearing programs

Automatic program creation

Versáta is able to recognize different hearing environments and automatically create a hearing program appropriate for each situation.

Program switch (optional)
The program switch allows toggling between the "Automatic Mode", the "Mute Mode" and individual hearing programs.
A short melody confirms the selection of the "Automatic Mode".



Additional program selection
Upon request, your hearing care professional can program for you additional individual hearing programs dedicated to specific hearing situations. Additional programs are available via the myPilot command center (see page 26), the optional program switch, or other remote controls such as WatchPilot2 or KeyPilot2 (see page 32).

Synchronized manual control
(not available for Versáta Petite instruments).

An automatic synchronisation for volume adjustments and program selection, called QuickSync, is integrated in your hearing systems. Users wearing two hearing instruments just have to activate the functionality on one instrument; the other instrument will be adjusted automatically.

Telecoil (optional)

Your hearing care professional may have activated a Telecoil in your hearing systems. The programs with Telecoil can be used with hearing system compatible phones or via inductive loop systems (present in some school settings, theaters, churches, etc.).

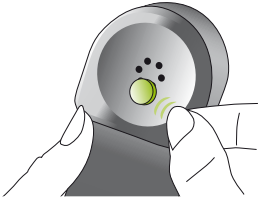
Ask your hearing care professional to print out the complete description of your individual hearing programs and how to access them with your myPilot command center, the program switch or a remote control.

EasyPhone (optional)

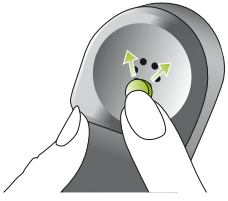
The EasyPhone function enables your Versáta hearing system to automatically select your telephone program when the telephone handset is held close to your ear. An acoustic signal confirms the switch. It automatically returns to the previous hearing program when the telephone handset is removed from your ear.

Some telephones produce a magnetic field strong enough to activate your EasyPhone function. Other types of telephones require an additional magnet fixed on the receiver to activate this function.

Fixing the EasyPhone magnet

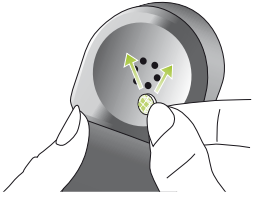


Clean the telephone handset thoroughly. Hold the telephone handset nearly vertically, similar to making a telephone call. Hold the magnet near to the "listening end" of your telephone handset and release it. The magnet will automatically flip to the correct side.



If you hold the telephone receiver in your **right hand** when making telephone calls, position the magnet in the upper **right half** of the receiver.

If you hold the telephone receiver in your **left hand** when making telephone calls, position the magnet in the upper **left half** of the receiver.



Use the double-sided adhesive tape to stick the magnet to the location described above. Do not cover the sound openings of your handset.

Use of EasyPhone
Use the telephone in a normal manner. An acoustic signal indicates the activation of the EasyPhone program. At the beginning, you may need to move the handset slightly to find the optimum position for a reliable switch and comfortable hearing.

If necessary, move the magnet to another position on the handset to increase your comfort of use.

- **Keep magnets out of reach of children and pets. If a magnet is swallowed, please seek the advice of a medical practitioner.**
- **The magnet used to strengthen the magnetic field of your phone may affect some medical devices or electronic systems.**
  Always keep the magnet (or the telephone equipped with the magnet) at least 30 cm (12") away from pacemakers, credit cards, floppy disks or other magnetically sensitive devices.
- **High distortion during dialing or phoning may mean that the phone receiver is stressed by the magnet. To avoid any damage, please move the magnet to another place on the telephone receiver.**

Wireless accessories (optional)

myPilot

The myPilot command center is an optional accessory for Versáta instruments (except Versáta Petite). It allows convenient, user-friendly and discrete control of all the functions of your hearing system and additional benefits.

- Volume Control
- Program selection
- Automatic mode selection
- Clock and Alarm
- myPilot Battery status
- Read out of hearing instrument volume, program and battery status

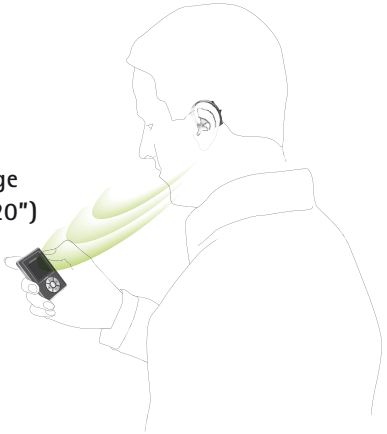
For detailed information on the use of your myPilot, please refer to its user guide or ask your hearing care professional.

myPilot: available in two stylish colors, high-tech gray or white.

Wireless accessories (optional)

For optimum results, position your myPilot as shown in the drawing.

Operating range max. 50 cm (20")



Do not use your myPilot in locations where it is forbidden to use electronic devices.

iCom

iCom is an optional accessory available for Versáta instruments (except Versáta Petite).
With the push of a single button, iCom connects your hearing system with the technology around you (mobile phones, audio equipment, FM, etc.).

Bluetooth connections
iCom offers a simple way to connect your mobile phone via Bluetooth to your hearing system.

iCom is also capable of transmitting a stereo audio signal from any Bluetooth enabled device (built-in or via an adapter) such as MP3 players, laptop, computers and televisions.

FM compatibility
iCom also offers FM accessibility when a Phonak FM receiver is connected, refer to picture below.

EasyAudio and EasyBluetooth
Your Versáta hearing systems contain two special audio programs: EasyAudio and EasyBluetooth. These programs are automatically selected in your hearing systems when an audio or Bluetooth signal is received from iCom. EasyAudio and EasyBluetooth ensure that you have the optimum program for audio and mobile phone use. An acoustic signal in your Versáta hearing instrument confirms the switch to both Easy programs.

Please refer to the iCom user guide to get more information on the numerous applications iCom provides.

iView

iView, the status viewer, is an optional accessory for parents with small children and also for teachers or caregivers. Just by the press of a button, iView shows the status of the hearing instrument's battery, the current hearing program and volume settings, displayed on a large screen.
For detailed information on the use of iView, please refer to its user guide or ask your hearing care professional.

Do not use your iView in locations where it is forbidden to use electronic devices.

Remote control (optional for products with T-coil)

Phonak offers a comprehensive range of modern remote controls. Ask your hearing care professional to demonstrate them to you. Choose the model that is most convenient for your lifestyle and your taste.

WatchPilot2
Exclusive and modern, available for women and men, with sporty rubber band or elegant metal band.

KeyPilot2
Small, easy and convenient.

For best results with your KeyPilot2 or WatchPilot2 remote control, refer to photo.

For detailed information on the use of your remote control, please refer to its user guide. Your hearing care professional can also print an individual description of your hearing programs for you.

Do not use your remote control in locations where it is forbidden to use electronic devices.

FM communication (optional)

FM communication is an option available for custom hearing instruments that are equipped with a Telecoil or with an iCom and a Phonak FM receiver.
When noise, distance or reverberation is a problem, FM systems greatly improve communication. A wireless FM communication system consists of a transmitter and a receiver. The transmitter is placed near, or directly connected to the sound source (e.g. TV or radio). It transmits the signal via radio to the receiver attached to an iCom or to a MyLink receiver.

For more information about the use of your FM receivers or transmitters, please refer to the appropriate user guide or ask your hearing care professional.

MyLink (optional)

As an alternative to iCom with an FM receiver, MyLink is a small and appealing FM receiver that is compatible with hearing systems with a Telecoil. MyLink picks up the FM signal and relays it to the hearing instrument.

Multi-frequency FM transmitter

Phonak offers a wide range of different
FM transmitters:

SmartLink – flexible multifunctional transmitter with Bluetooth

ZoomLink – convenient transmitter with three microphone settings

EasyLink – the easy-to-use transmitter

inspiro – the transmitter for a range of educational applications

Maintenance

Important points

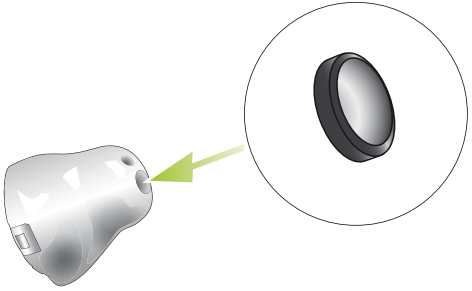
1) Always use new batteries with your Versáta hearing systems. You can return empty batteries to your hearing care professional.
2) When your hearing system is not in use, leave the battery compartment open to allow any moisture to evaporate.
3) If you will not be using your hearing systems for a long period of time, store them in their protective case. Remove the batteries and leave the battery compartments open. Make sure your hearing systems are completely dry before closing the case.
4) Protect your hearing systems from excessive moisture and heat. Always remove your hearing systems before showering, bathing or swimming. Do not leave instruments near windows or in a car. Avoid strong jolts and vibration.
5) Daily cleaning and the use of a drying system is highly recommended. "C&C line" from Phonak is a complete set of cleaning products. Your hearing care professional will be glad to advise you. Never use household cleaning products (washing powder, soap, etc.) to clean your hearing systems.

6) Hair spray, face creams and make-up can damage hearing systems. Remove them before applying cosmetics.
7) If you experience any soreness or inflammation in your ear, contact your hearing care professional.
8) If your hearing system is performing weakly or fails to operate, clean or replace the wax guard system. If your hearing system fails to operate after you have correctly cleaned or replaced your wax protection system and inserted new batteries, contact your hearing care professional for advice. Please remember to bring your accessories (e.g. myPilot, iCom or remote control) together with your hearing system(s) for service enquiries.

The symbol with the crossed out disposal bin indicates that this hearing system shall not be treated as household waste. Please hand over your old or unused hearing system to the applicable collection point for the recycling of electrical and electronic equipment or bring it to your hearing care professional for appropriate disposal.
By ensuring this product is disposed of correctly, you will help prevent potential negative effects on the environment and human health.

SmartGuard (optional)

SmartGuard is a unique wax protection system developed by Phonak. The unique membrane design completely protects your hearing system from wax and moisture.



Please ask your hearing care professional for further information.

Warning

Hearing systems batteries are toxic when swallowed! Keep them out of reach of children and pets. If batteries are swallowed, please seek the advice of a medical practitioner!

Use only hearing systems that have been specially programmed for you by a hearing care professional. Other instruments may be ineffective and may, in certain cases, even damage your hearing.

X-ray radiation (e.g. CT scans, MRI scans) may adversely affect the correct functioning of your hearing system. We recommend that you remove them before undergoing X-ray procedures and keep them outside the room.

Hearing systems in directional microphone mode reduce mainly background sounds. Warning signals coming from behind and vehicles' horns approaching from behind are partially or completely suppressed.

Changes or modifications made to this equipment not expressly approved by Phonak are not allowed.

Service and Warranty

Phonak offers you a comprehensive global warranty which becomes effective on the date of purchase. Please ask your hearing care professional about the details and duration. This warranty covers any repairs due to defects in material and/or workmanship. The warranty does not cover damage from improper handling or care, exposure to chemicals, immersion in water or undue stress. Damage caused by third parties or non-authorized service centers renders the Phonak warranty null and void. This warranty does not include any services performed by a hearing care professional in their office. This warranty applies to the Phonak products listed below:

Serial number – right:

Serial number – left:

Date of purchase:

Notices

Notice 1
This instrument is certified under:

FCC ID: KWC-WHSITE
IC: 2262A-WHS

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

1) this device may not cause harmful interference, and
2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications made to this equipment not expressly approved by Phonak may void the FCC authorization to operate this equipment.

Notice 2
This Class B digital apparatus complies with Canadian ICES-003.

Notice 3

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

Phonak distributors worldwide

Group companies:	(detailed information on **www.phonak.com)**
Australia	Phonak Australasia Pty. Ltd. Baulkham Hills N.S.W 2153
Austria	Hansaton Akustische Geräte GmbH 5020 Salzburg
Belgium	Ets Lapperre B.H.A.C. NV B-1702 Groot-Bijgaarden Phonak Belgium NV, B-1700 Dilbeek
Brazil	CAS Produtos Médicos São Paulo – SP 04363-100
Canada	Phonak Canada Limited Mississauga, Ontario L5W 0B3
China	Phonak (Shanghai) Co. Ltd. Shanghai City 200233
Denmark	Phonak Danmark A/S, Nitivej 10 2000 Frederiksberg
France	Phonak France SA, 69500 Bron
Germany	Phonak GmbH, 70736 Fellbach- Oeffingen, EC Representative
India	Phonak India Pvt. Ltd., 100 034 New Delhi
Italy	Phonak Italia S.r.l., 20159 Milano
Japan	Phonak Japan Co., Ltd., Tokyo 101-0044
Jordan	Phonak Middle East, 11181 Amman
Mexico	Phonak Mexicana, S.A. de C.V. 03920 México, D.F.MEXICO
Netherlands	Phonak B.V., 3439 ME Nieuwegein
New Zealand	Phonak New Zealand Ltd., Takapuna Auckland 9
Norway	Phonak AS, 0105 Oslo
Poland	Phonak Polska SP Z.0.0 00-567 Warszawa
Portugal	Phonak Ibérica S.A., 03008 Alicante, Spain

Russian Federation	Phonak CIS Ltd., Moscow, 115114
Spain	Phonak Ibérica S.A., 03008 Alicante
Sweden	Phonak AB, 117 43 Stockholm
Switzerland	Phonak AG, Phonak Schweiz, 8712 Stäfa
Turkey	Phonak Turkey A.S., 34357 Istanbul
United Kingdom	Phonak UK Limited Warrington, Cheshire WA1 1PP
USA	Phonak LLC, Warrenville, IL 60555-3927
Independent general distributors:	A complete list of Phonak distributors is available at Phonak's Internet site: **www.phonak.com.** Please visit us or ask your hearing care professional for information.
Manufacturer:	Phonak AG, Laubisrütistrasse 28 CH-8712 Stäfa, Switzerland

CE ! XXXX	The CE symbol is a confirmation by Phonak AG that Versáta products and accessories meet the requirements of directive 93/42/EEC on medical devices and the R&TTE Directive 1999/5/EC on Radio and Telecommunication Terminal Equipment. The numbers after the CE symbol are the numbers of consulted certified bodies under the above mentioned directives. The alert sign means that potential restrictions on its use are applicable in one or more EU Member States.
	This symbol indicates that Versáta products comply with requirements for a BF type applied part according to EN 60601-1. The surface of the hearing system is specified as applied part type BF.
	This symbol indicates that it is important that the user refers to associated warnings given in this user guide.
Safety notice	External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Phonak AG.
Operating conditions	The product has been designed for trouble-free operation without restrictions when used as intended, unless otherwise stated in this user guide.

Transportation and storage conditions	Temperature should not exceed limits of –20°/60° Celsius at a relative air humidity of 65% for extended periods during transportation and storage. Air pressure between 500 and 1100 hPa is not detrimental to the instrument.

Australia & New Zealand

Brazil

China

Japan

South Korea

www.phonak.com

029-0081-02/V1.00/2008-09/A+W Printed in Switzerland, © Phonak AG, all rights reserved